TRANSPORTATION SECURITY

FUNCTIONAL BREAKOUT SESSION

MARCH 2004

OUTLINE

- ✓ DOD Transportation security initiatives
- ✓ Technology initiatives — MAJ Blondin
- ✓ DTR, Part II, Chapters 204 & 205
- ✓ SDDC rules pubs — Brad Bernard
- ✓ Security requirements in ports — Richard Lolich

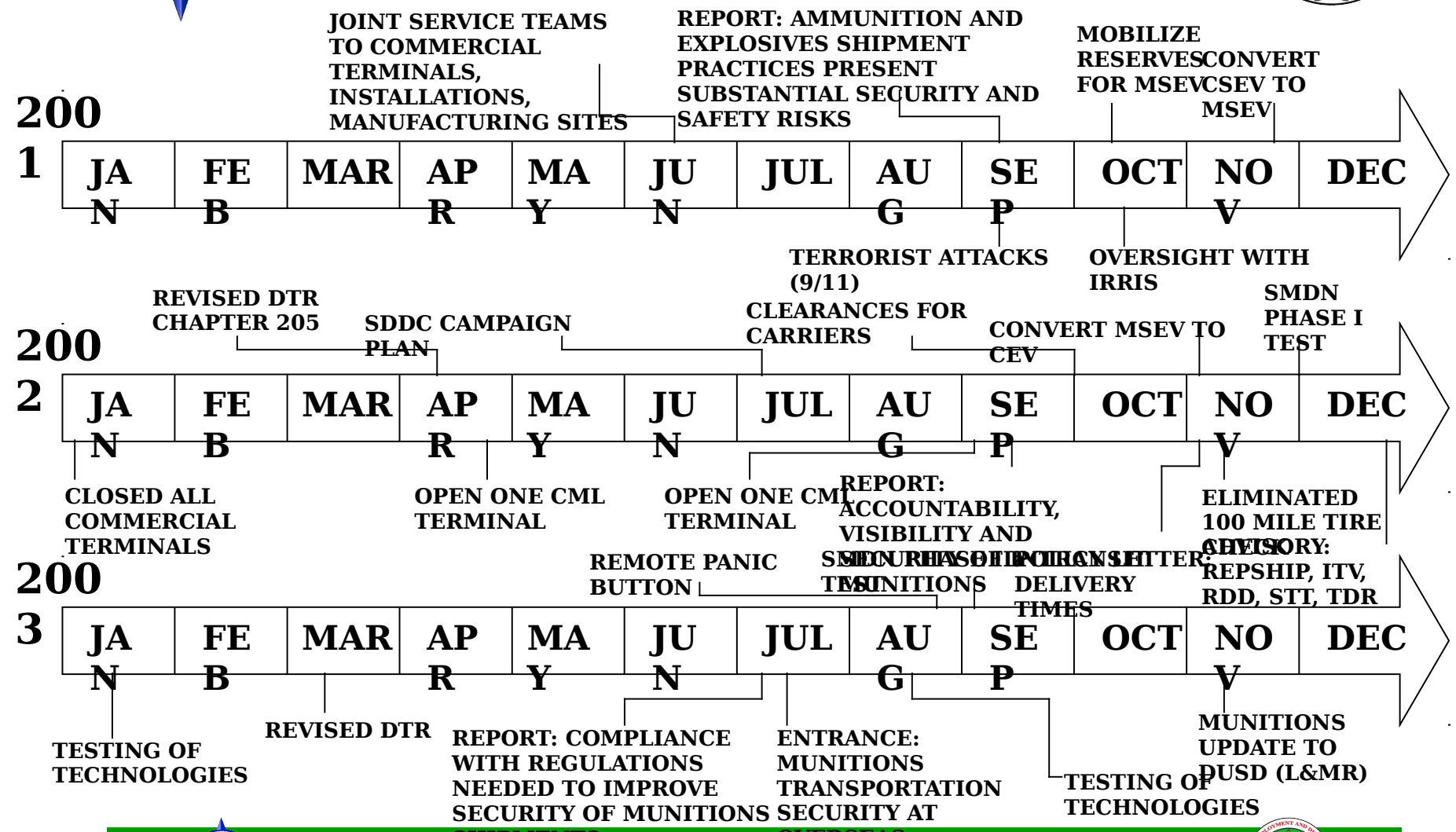
DOD TRANSPORTATION SECURITY INITIATIVES

"From A 10,000 Foot Level"

MAJ (P) GLENN BLONDIN
SDDC

SDDC TRAINING SYMPOSIUM
DENVER, CO

GAO KEY EVENTS

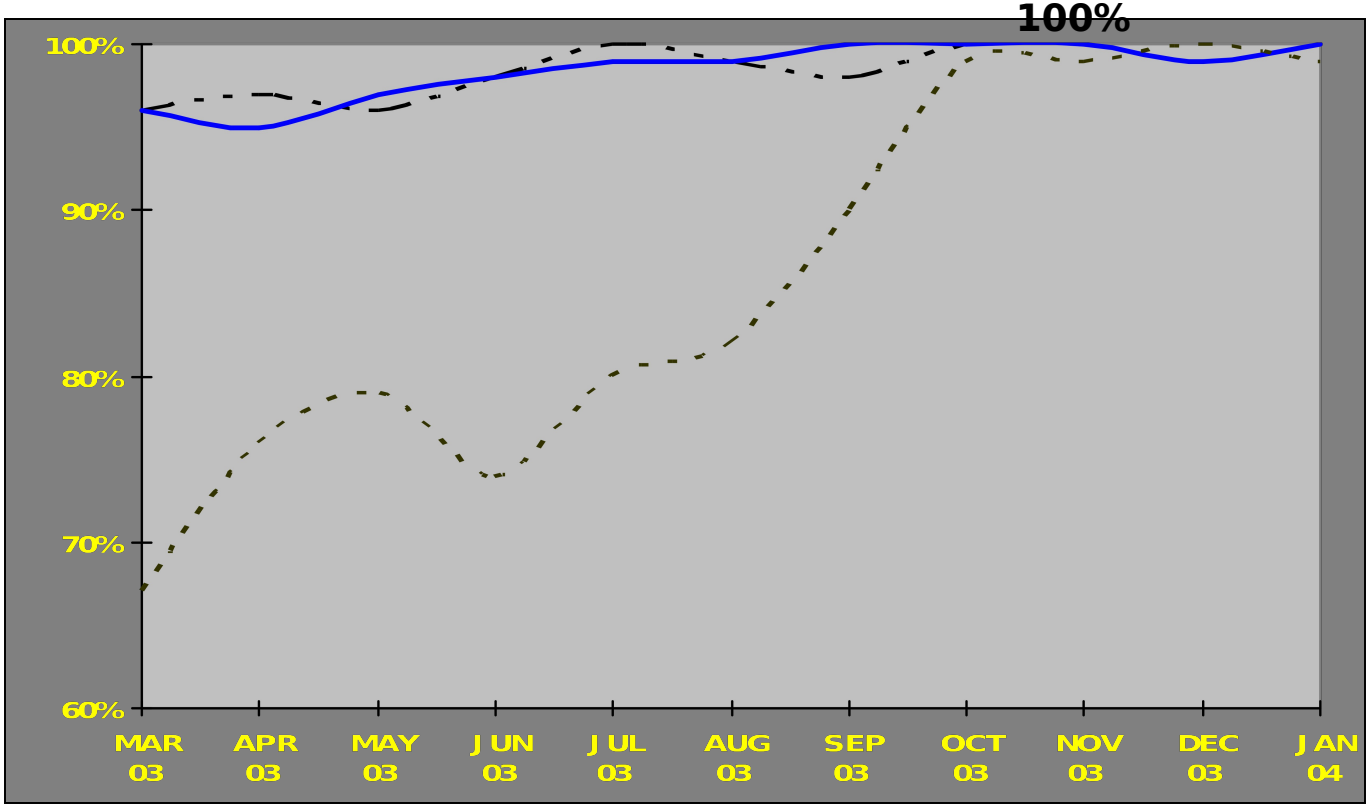


CARRIER COMPLIANCE

✓ENSURE CARRIER COMPLIANCE (CAT I & II)

- **REPORT CARDS**

STANDARD = 100%



JANUARY 2004:

100% ON-TIME & DIRECT ROUTE 99% CORRECT CODE USE

CARRIER COMPLIANCE

- ✓ **Ensure carrier compliance**
  - **Violations & carrier actions**
    - **Letter to munitions carriers to comply with policies**
    - **Monthly letters to munitions carriers citing service failures**
    - **Carrier review boards**

CARRIER COMPLIANCE

- ✓ **Ensure carrier compliance**

INSPECTS FOR 100% COMPLIANCE WITH FMCSA AND DOD RULES, REGULATIONS

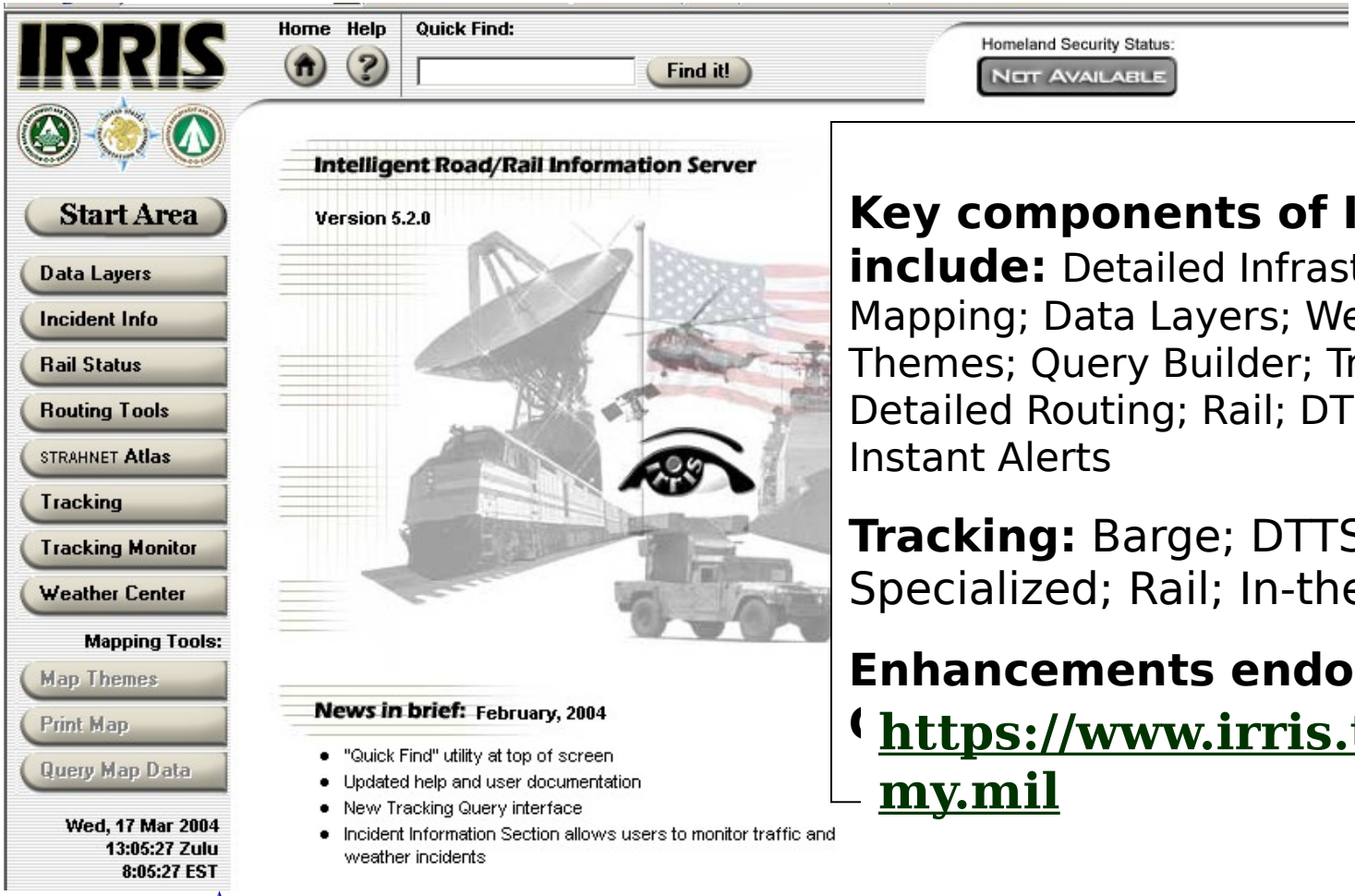
- **ASR international inc.**
- **Inspections: corporate, facility, in-transit, standards of service and safety**
- **Contract enhancements pending:**
  - **Exercising option year – 1 Apr 04**
  - **Will add: verify security clearance information**
  - **Will add: secure holding areas and other carrier terminals**

INSPECTIONS
1 APR 02 – 31 DEC 03

CORPORATE: 327
FACILITY: 237
IN-TRANSIT: 1001
SSS: 917

IRRIS ENHANCEMENTS

INTELLIGENT ROAD/RAIL INFORMATION SERVER (IRRIS)



Key components of IRRIS include: Detailed Infrastructure Mapping; Data Layers; Weather; Themes; Query Builder; Tracking; Detailed Routing; Rail; DTRA Tools; Instant Alerts

Tracking: Barge; DTTS; Ocean; Specialized; Rail; In-theatre

Enhancements endorsed by (https://www.irris.tea.army.mil

IRRIS ENHANCEMENTS

- ✓ **Incorporate IRRIS enhancements (CAT I/II/III/IV/U)**
  - **Monitor route deviations**
  - **Centralize management reports for carrier compliance**
  - **Provide automated report of shipment (REPSHIP)**
  - **Assign standard transit time (STT)**
  - **Automate transportation discrepancy report for shipments that exceed delivery date (RDD/DDD) or an assigned standard transit time (STT)**

PLANNED COMPLETION 3RD QTR FY 04

TESTING OF SMDN

STRATEGIC MUNITIONS DISTRIBUTION NETWORK

2003						2004					
JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN

PHASE I

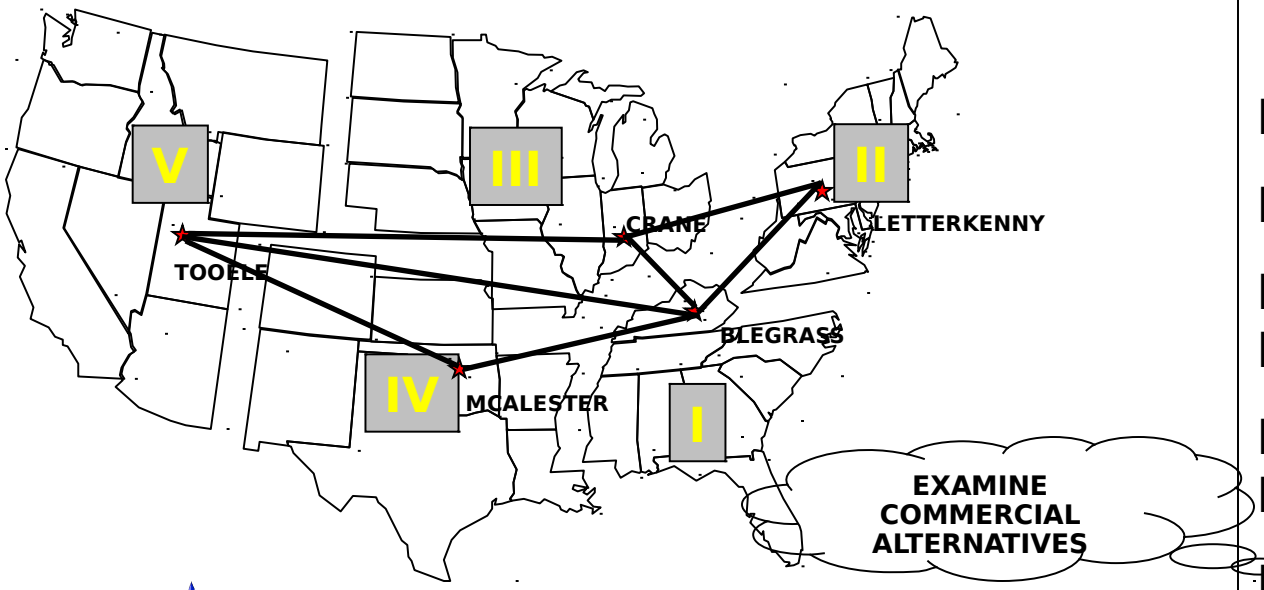
PHASE IIA

PHASE IIB

2004						2005					
JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN

PHASE IIC

PHASE III



PHASES

I – ONE REGION

IIA – SYSTEMS

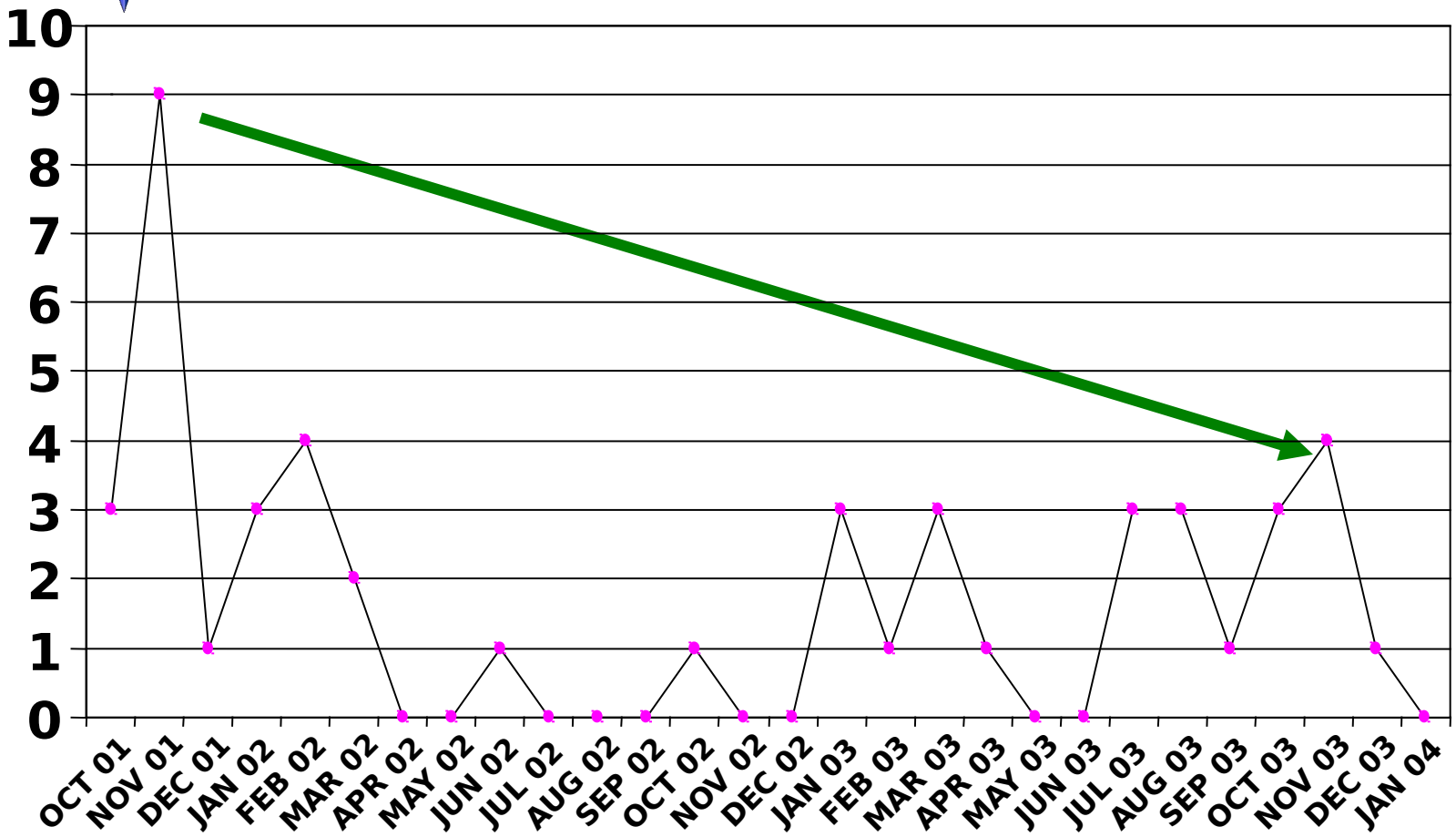
IIB – INTRA-REGION

IIC – INTER-REGION

III – MULTI-SERVICE

DELIVER CAPABILITY AND SUSTAINMENT ON TIME

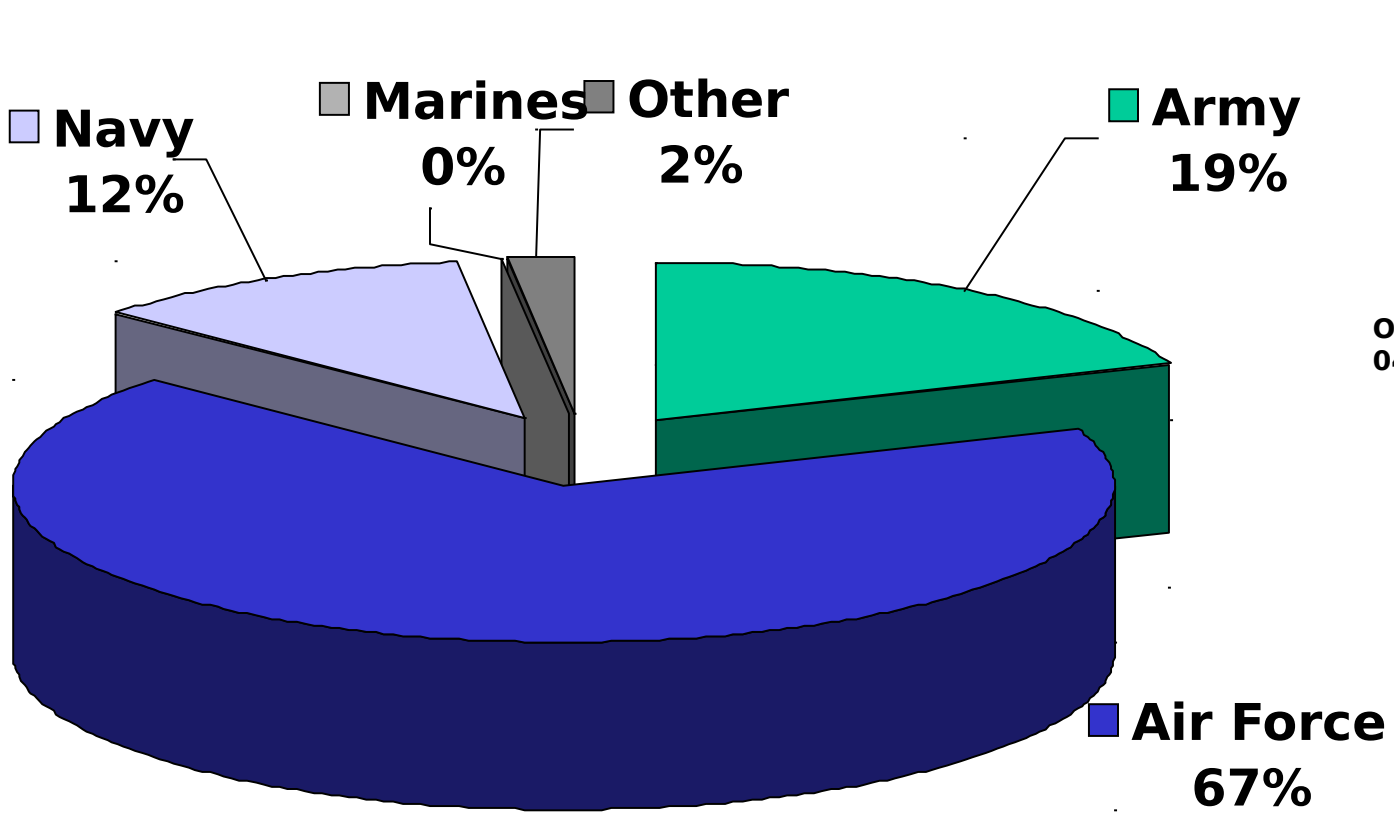
SECURE HOLDING REFUSALS



TOTAL

OCT 01 – JAN 04

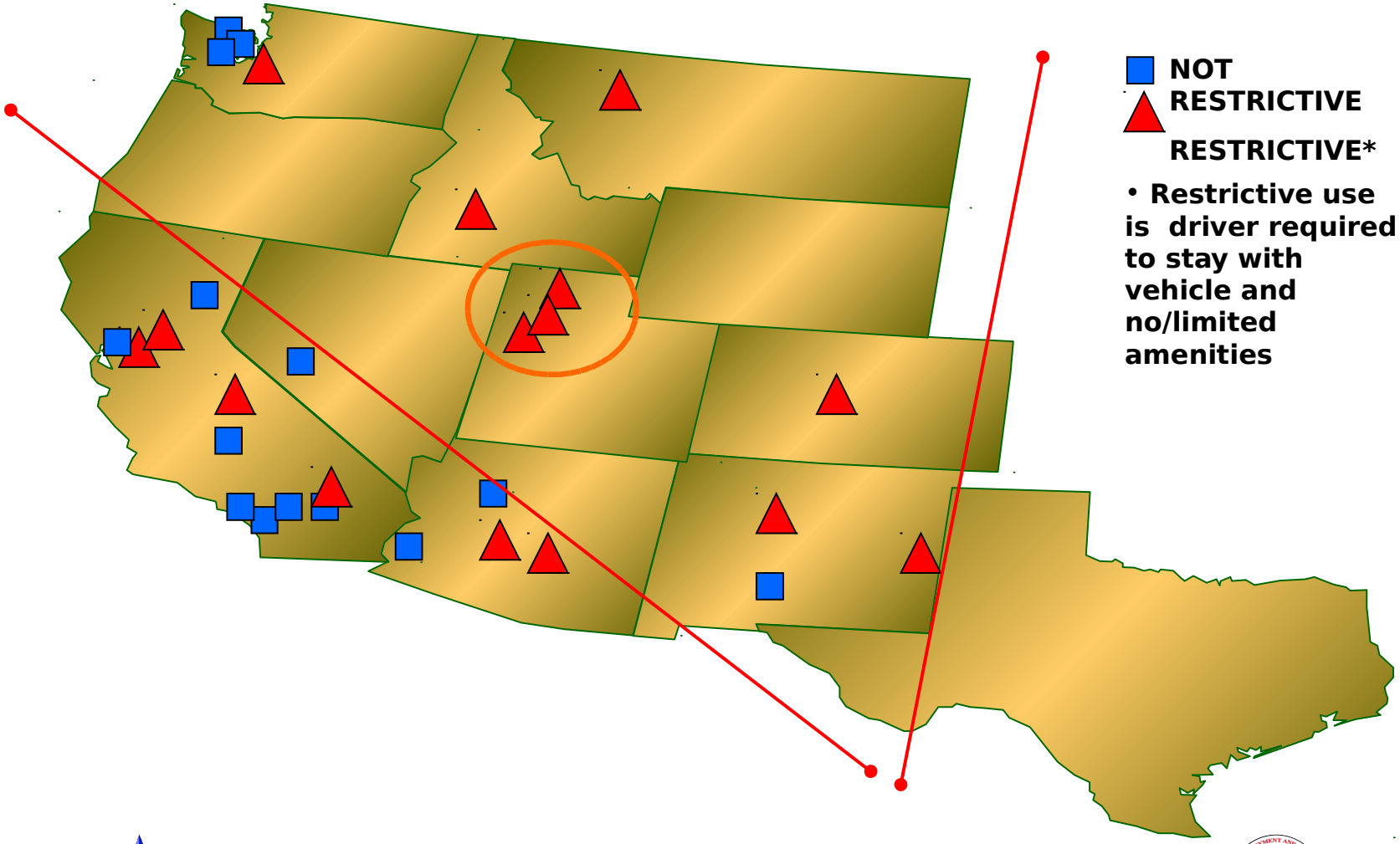
SECURE HOLDING REFUSALS



OCT 01 – JAN 04

SECURE HOLDING:

WESTERN STATE CHALLENGES



DOD AA&E DISTRIBUTION STRATEGIC PLAN

VISION

An effective and efficient worldwide logistics chain that meets warfighters' demands for AA&E where and when needed, while protecting against security threats, limiting exposure to the public, and minimizing the potential for safety mishaps.

STRATEGIC PLAN SCOPE - A COMPLEX LANDSCAPE

SECURE HOLDING

ACQUISITION ICP

ORGANIZATIONS POLICIES

EMERGENCY RESPONSE & NOTIFICATION

HARDENED TERMINALS

MOTOR RAIL AIR SEA BARGE PORTS

IN-THEATER

SAFE HAVENS

AFLOAT PREPO

TRAINING & EXERCISES

RETROGRADE DEMIL

CATEGORIZED VS UNCAT AMMO

FMS

COMMERCIAL VS ORGANIC

VENDOR MOVES COMPLIANCE

COORDINATED RDT&E

SYSTEMS TECHNOLOGY AIT

INFORMATION SECURITY

CLEARANCES

OVERSIGHT ENFORCEMENT

PERFORMANCE METRICS

ITV ENHANCEMENTS

CARRIER COMPLIANCE

INTELLIGENCE SHARING

REPSHIP & TDR COMPLIANCE

RESOURCES BUDGET

DELIVER CAPABILITY AND SUSTAINMENT ON TIM

DOD AA&E DISTRIBUTION STRATEGIC PLAN

GOALS

- ✓ **Security**
  - Keep AA&E only in the custody of those with authorization, and quickly sense and respond to situations or incidents of actual or potential compromise
- ✓ **Safety**
  - Keep the public and those who handle AA&E safe from the inherent dangers associated with exposure to explosive material.
- ✓ **Accountability and Visibility**
  - Ensure AA&E can be located, identified and tracked throughout the supply chain, with clear responsibility for ownership, hand-offs and performance.
- ✓ **Effectiveness and Efficiency**
  - Accomplish the AA&E distribution mission with the fewest combination of resources (dollars, inventory, people and infrastructure) possible while still meeting warfighter requirements.

AA&E PROGRAM NEXT STEPS

- ✓ Last updated DUSD (L&MR) 18 NOV 03
- ✓ Implement IRRIS enhancements
- ✓ Maintain emphasis on carrier programs
- ✓ Implement technology initiatives
- ✓ Conduct phase II-III test of SMDN (examine commercial alternatives)
- ✓ Training and compliance

TECHNOLOGY INITIATIVES

"Enhancing Distribution Management Through Technology"

MAJ (P) GLENN BLONDIN &
MR. BRAD BERNARD
SDDC

SDDC TRAINING SYMPOSIUM
DENVER, CO

SECURITY/TRACKING TECHNOLOGY

✓ **Inner door lock**

- Remotely monitored
- Alerts with tampering
- Various test scenarios
- Tested successfully

✓ **Remote vehicle disabling**

- Vehicle disabled upon loss of satellite signal or driver notification
- Two scenarios testing disablement triggers
- Tested successfully

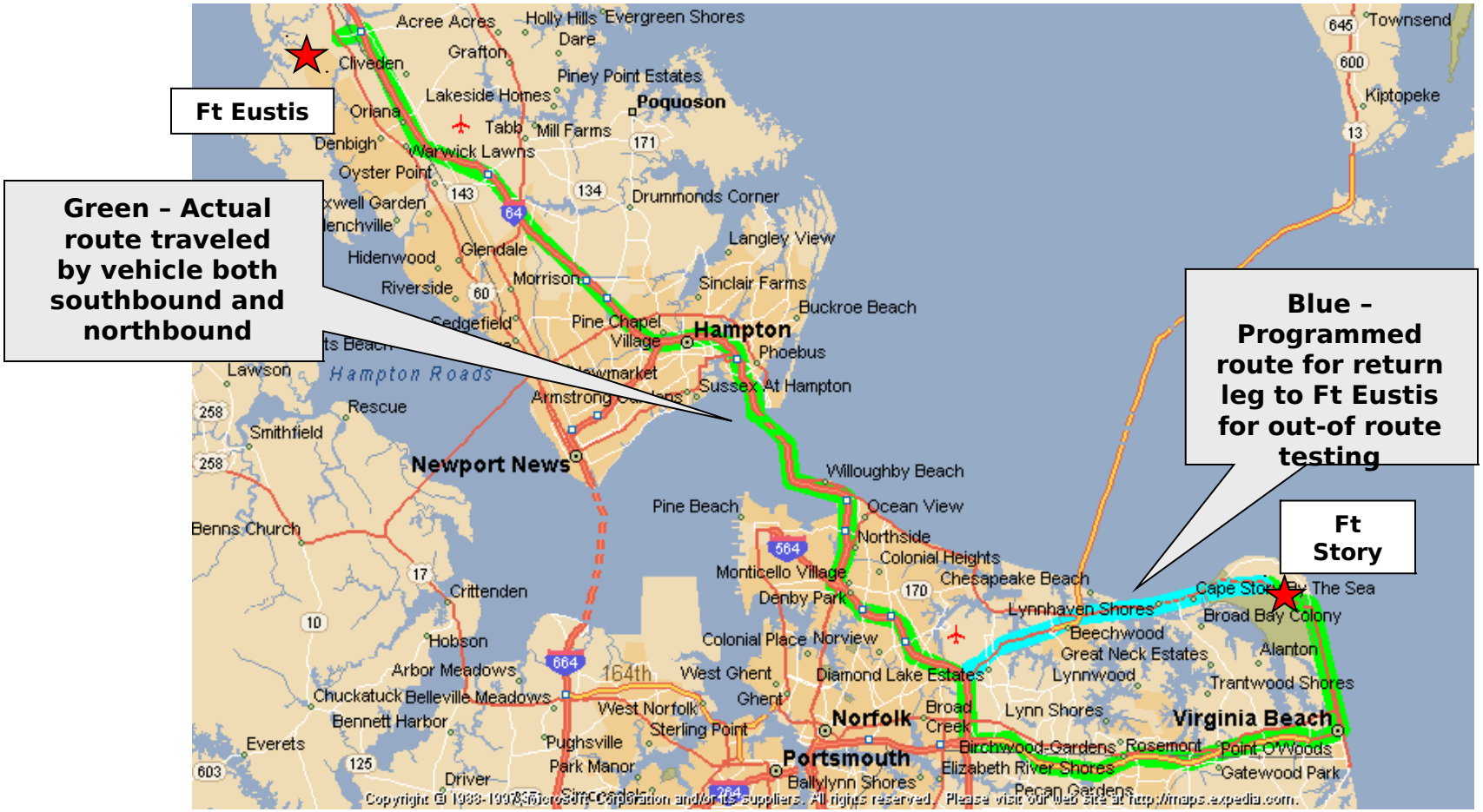
SECURITY/TRACKING TECHNOLOGY

- ✓ **Remote panic button**
  - **Addresses 25 feet driver vehicle proximity rule (DDP/DDN)**
  - **Three distances tested**
  - **Tested successfully**

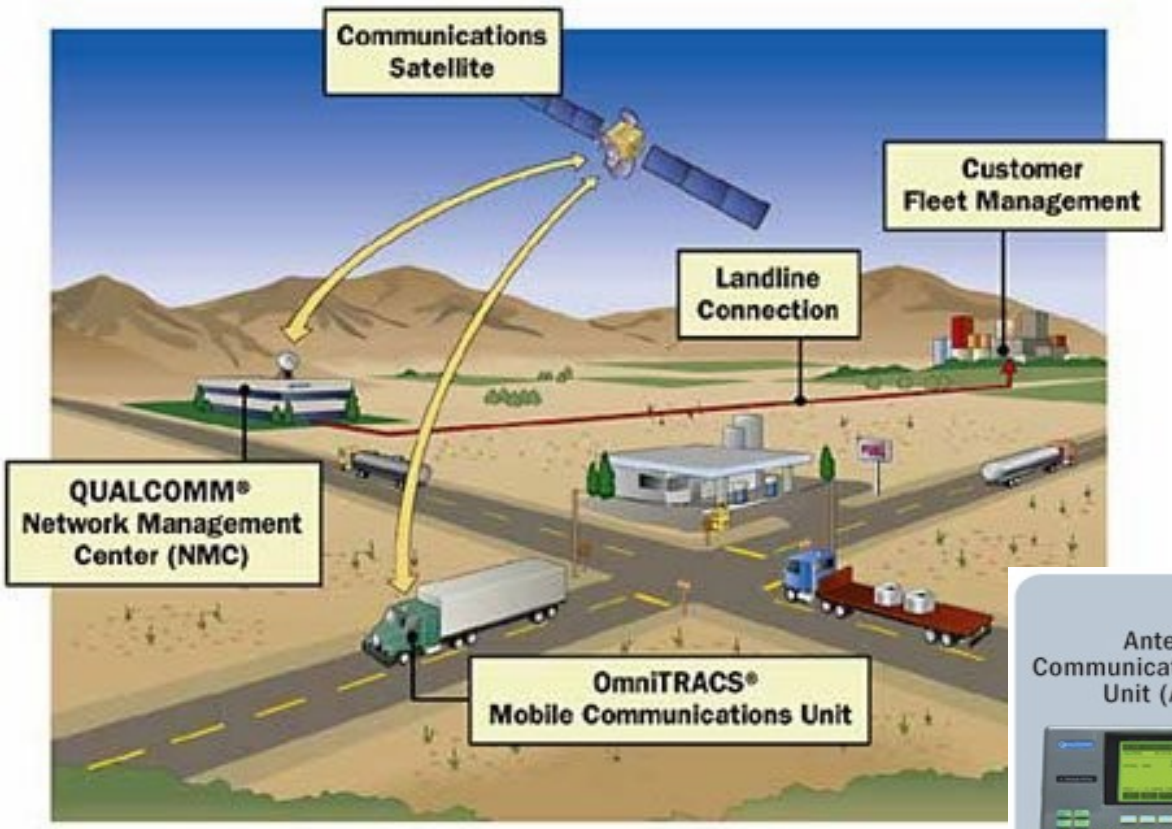
- ✓ **Route monitoring and geo-fencing**
  - **Pre-determined route**
  - **Route monitoring**
  - **Out-of-route on return trip**
  - **Ft Eustis set as geo-fenced risk area upon return**
  - **Tested successfully**

SECURITY/TRACKING TECHNOLOGY

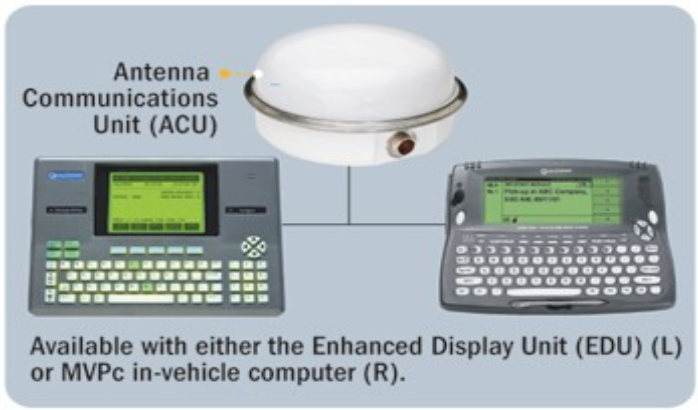
TEST ROUTE



SECURITY/TRACKING TECHNOLOGY



- ✓ Position Tracking
- ✓ Vehicle Telemetry
- ✓ Geofencing



Available with either the Enhanced Display Unit (EDU) (L) or MVPc in-vehicle computer (R).

IRRIS TECHNOLOGY

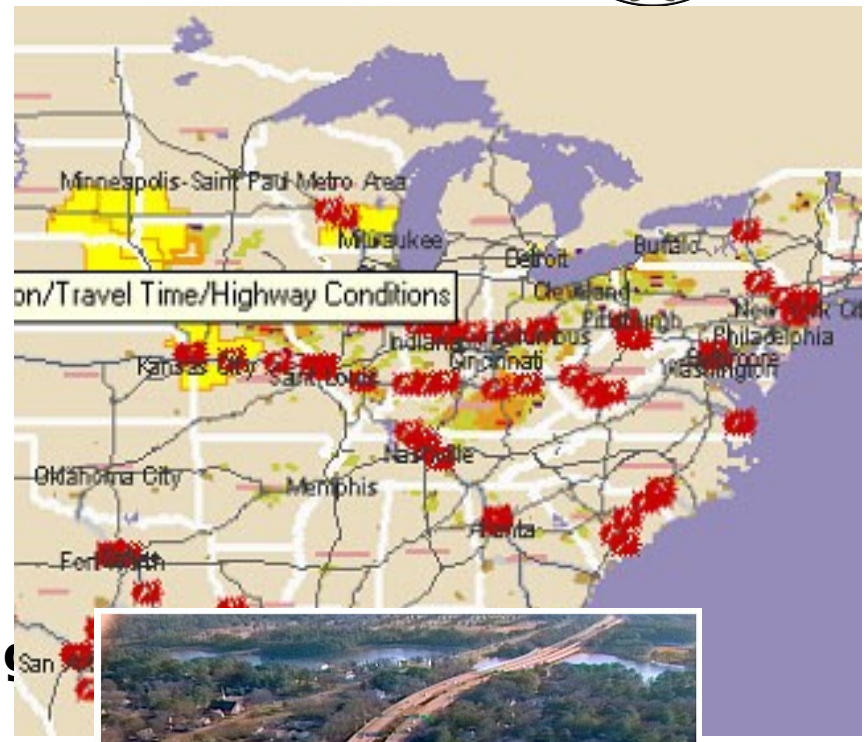
- **IRRIS Is an innovative web-based portal:**
  - **Integrating complex transportatio data**
  - **Merging civil and commercial infrastructure information**
  - **Providing DODS near real-time tracking capability**
  - **Enhancing transportation security and reporting**

- **IRRIS Is simple to understand and use**
  - **It provides a current picture of highway, rail, and port infrastructure and operations**

IRRIS

NATIONAL SECURITY INITIATIVE

- ✓ **IRRIS Provides a uniform spatial background for national security analysis**
- ✓ **Over 150 data layers:**
- **Road, rail, air, seaports, Bridges**
  - **U.S. Border crossings, Nuclear facilities, police/fire protection**
  - **Industrial transportation vehicle, plume analysis/tracking capability**
- ✓ **Critical infrastructure protection (CIP) data layers are on the horizon**

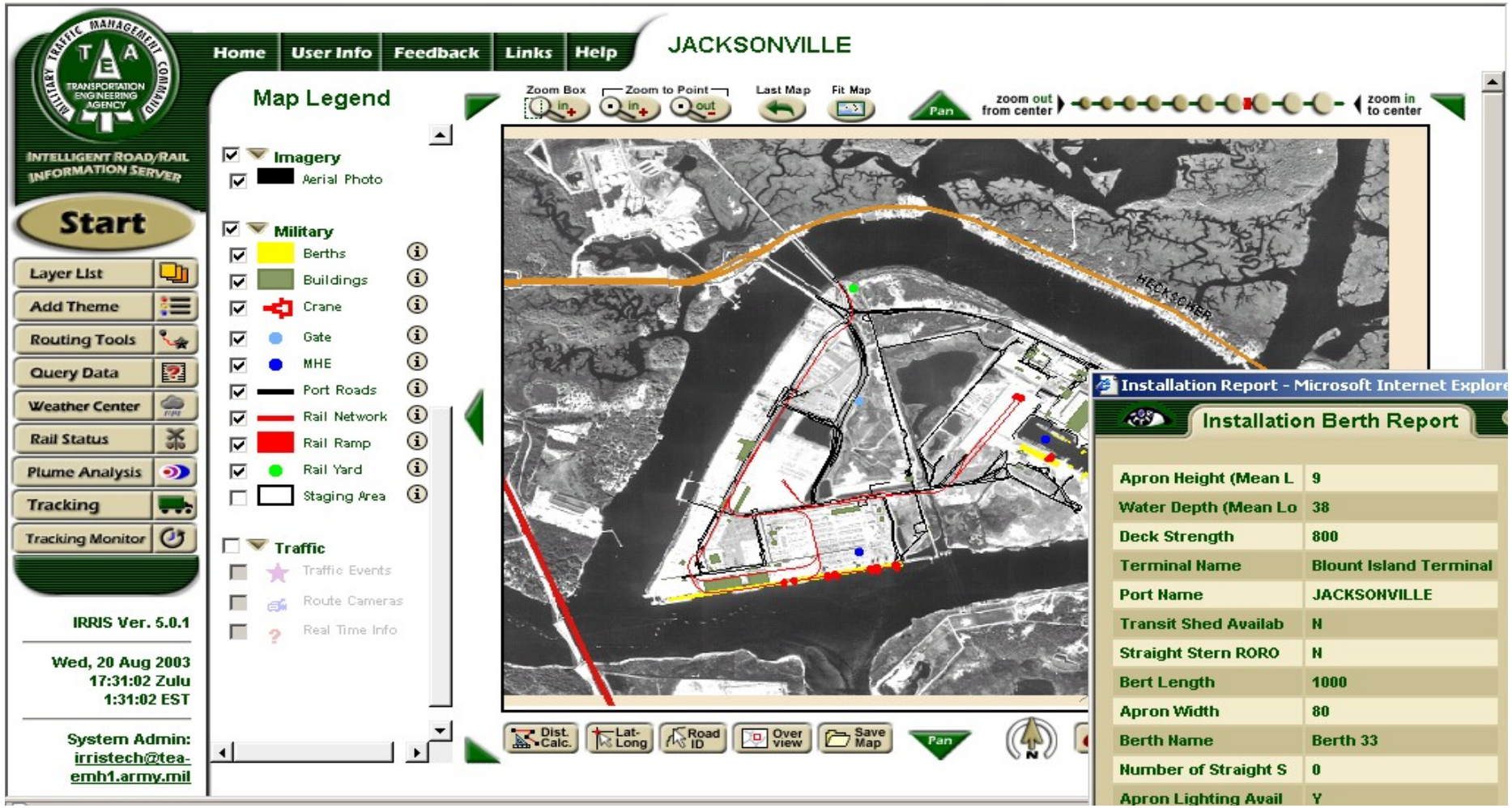


IRRIS

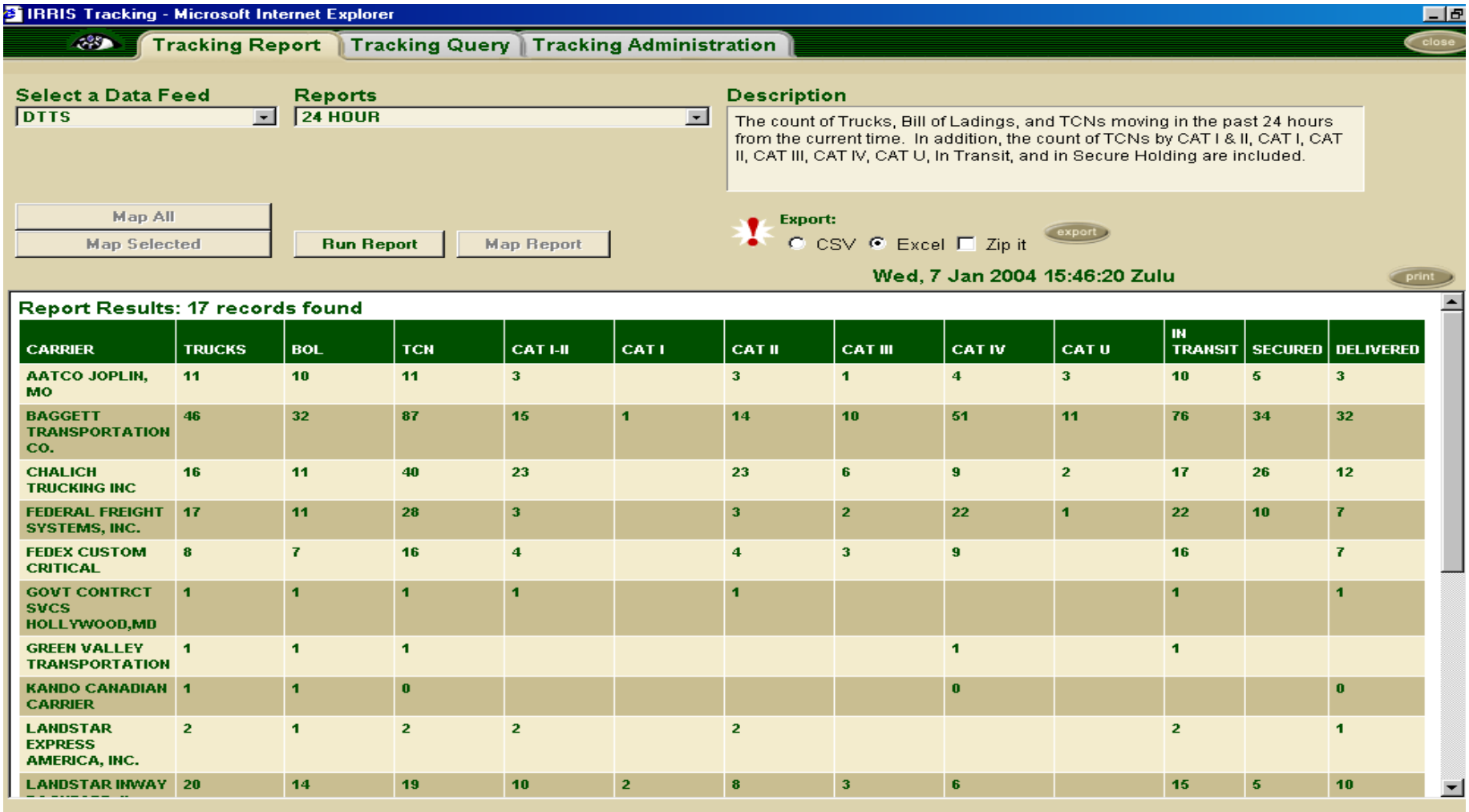
SOLVING REAL TRANSPORTATION PROBLEMS

- ✓ **Provides real-time tracking of defense shipments worldwide**
- ✓ **Tracks any surface transponder signal**
  - **Used by SDDC operations cent as a shipment management to**
- ✓ **Provides up-to-date informati On national transportation infrastructure readiness**
- ✓ **Displays real-time camera systems for highway and ports**
- ✓ **Serves as a baseline “National Infrastructure Server”**

DETAILED INFRASTRUCTURE DATA



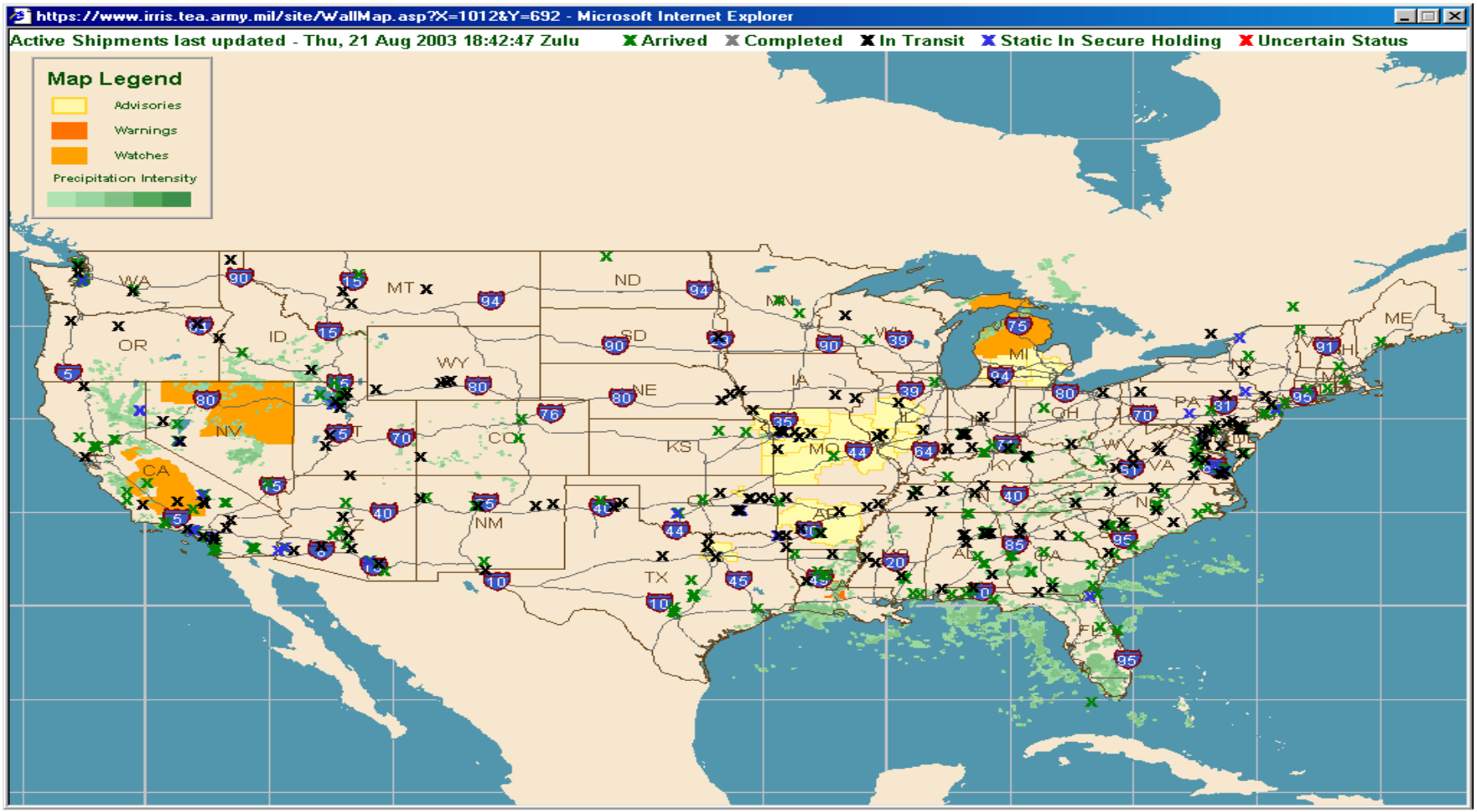
TRACKING CARGO - REPORTS


IRRIS Tracking - Microsoft Internet Explorer
Tracking Report
Tracking Query
Tracking Administration
close
Select a Data Feed
DTTS
Reports
24 HOUR
Description
The count of Trucks, Bill of Ladings, and TCNs moving in the past 24 hours from the current time. In addition, the count of TCNs by CAT I & II, CAT I, CAT II, CAT III, CAT IV, CAT U, In Transit, and in Secure Holding are included.
Map All
Map Selected
Run Report
Map Report
Export:
CSV
Excel
Zip it
export
Wed, 7 Jan 2004 15:46:20 Zulu
print

Report Results: 17 records found

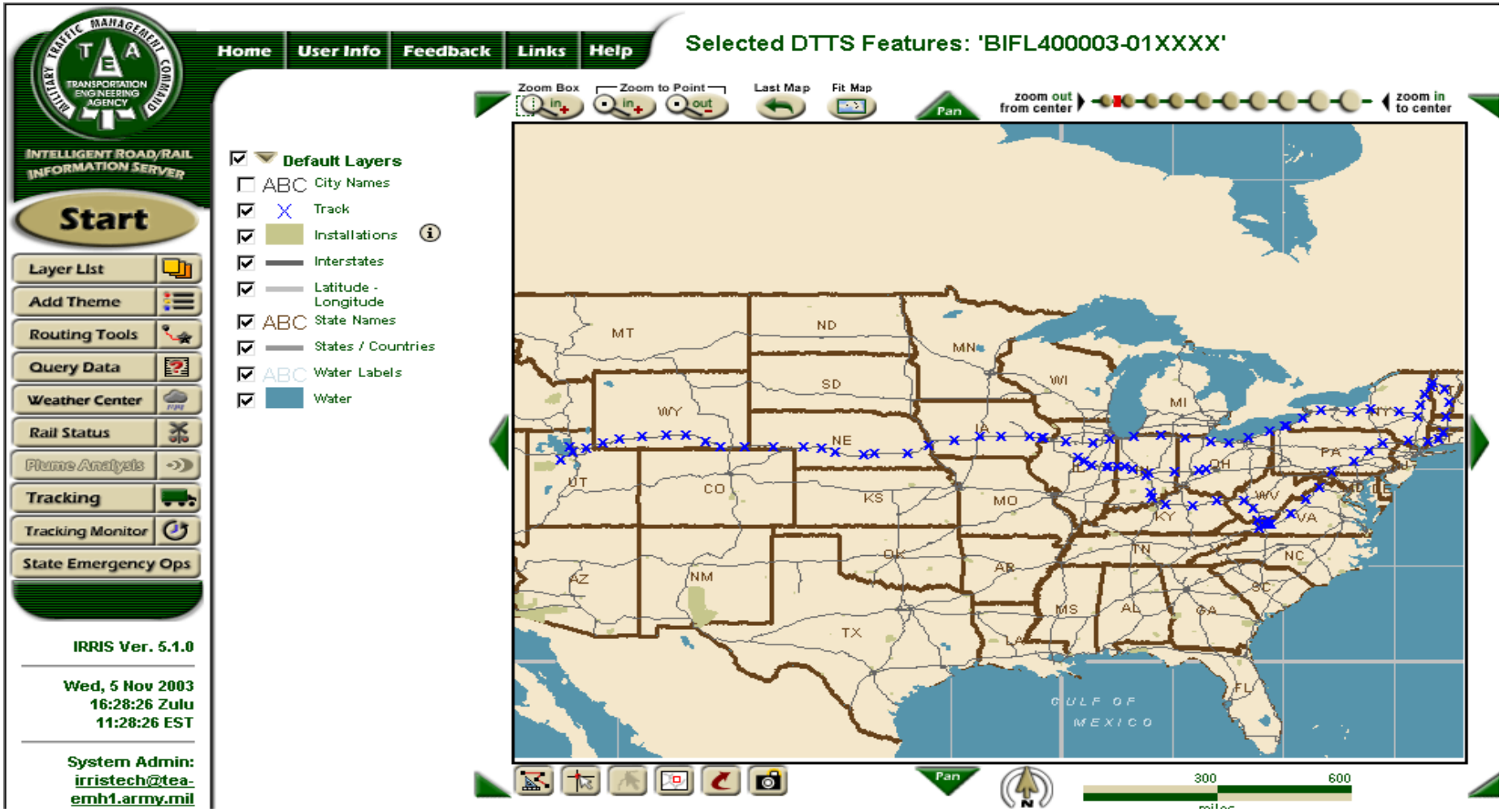
CARRIER	TRUCKS	BOL	TCN	CAT I-II	CAT I	CAT II	CAT III	CAT IV	CAT U	IN TRANSIT	SECURED	DELIVERED
AATCO JOPLIN, MO	11	10	11	3		3	1	4	3	10	5	3
BAGGETT TRANSPORTATION CO.	46	32	87	15	1	14	10	51	11	76	34	32
CHALICH TRUCKING INC	16	11	40	23		23	6	9	2	17	26	12
FEDERAL FREIGHT SYSTEMS, INC.	17	11	28	3		3	2	22	1	22	10	7
FEDEX CUSTOM CRITICAL	8	7	16	4		4	3	9		16		7
GOVT CONTRCT SVCS HOLLYWOOD,MD	1	1	1	1		1				1		1
GREEN VALLEY TRANSPORTATION	1	1	1					1		1		
KANDO CANADIAN CARRIER	1	1	0					0				0
LANDSTAR EXPRESS AMERICA, INC.	2	1	2	2		2				2		1
LANDSTAR INWAY	20	14	19	10	2	8	3	6		15	5	10

TRACKING MONITOR MAP



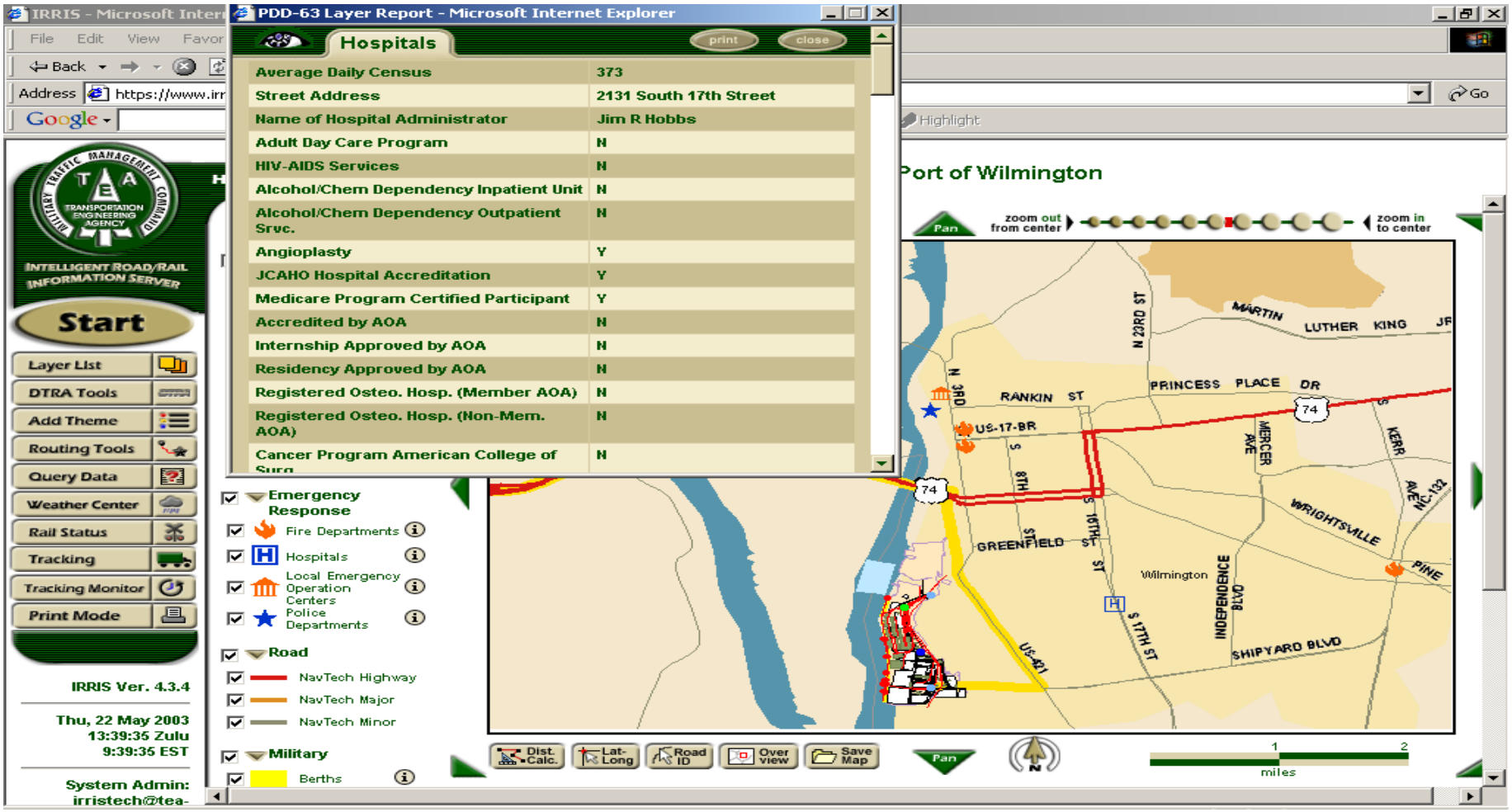
DELIVER CAPABILITY AND SUSTAINMENT ON TIM

SATELLITE TRACK



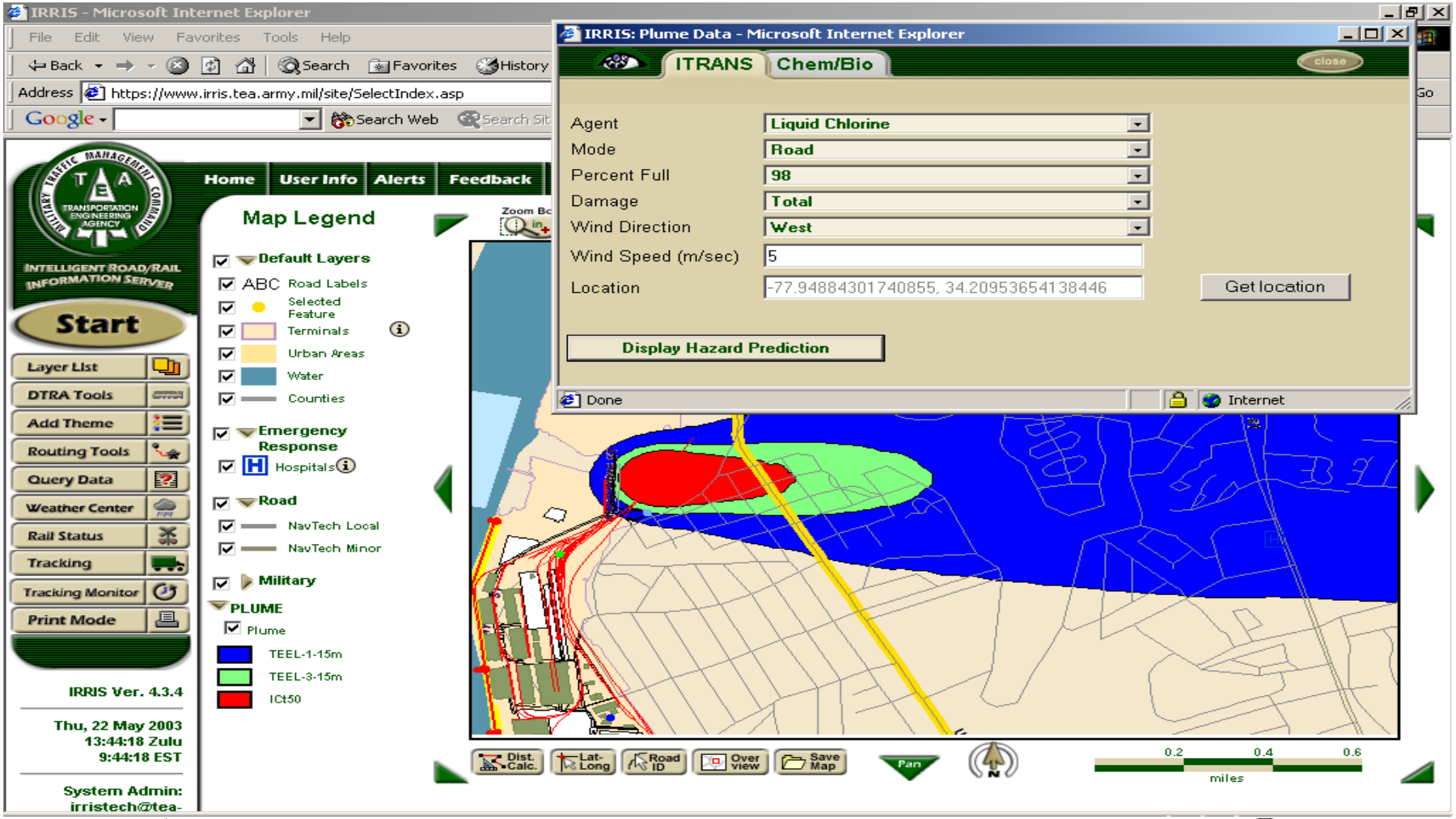
DELIVER CAPABILITY AND SUSTAINMENT ON TIM

EMERGENCY RESPONSE/SERVICES



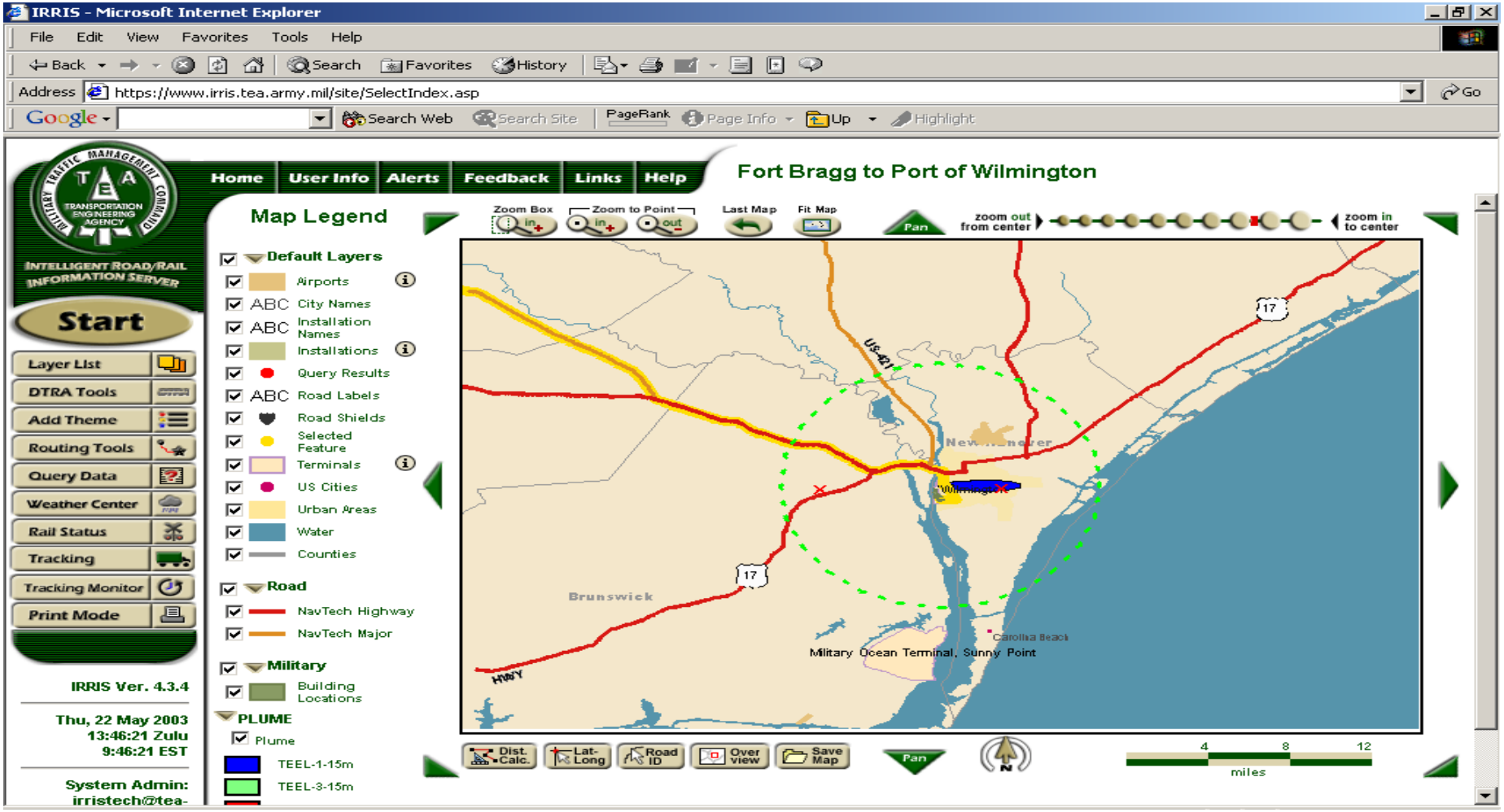
DELIVER CAPABILITY AND SUSTAINMENT ON TIM

HPAC



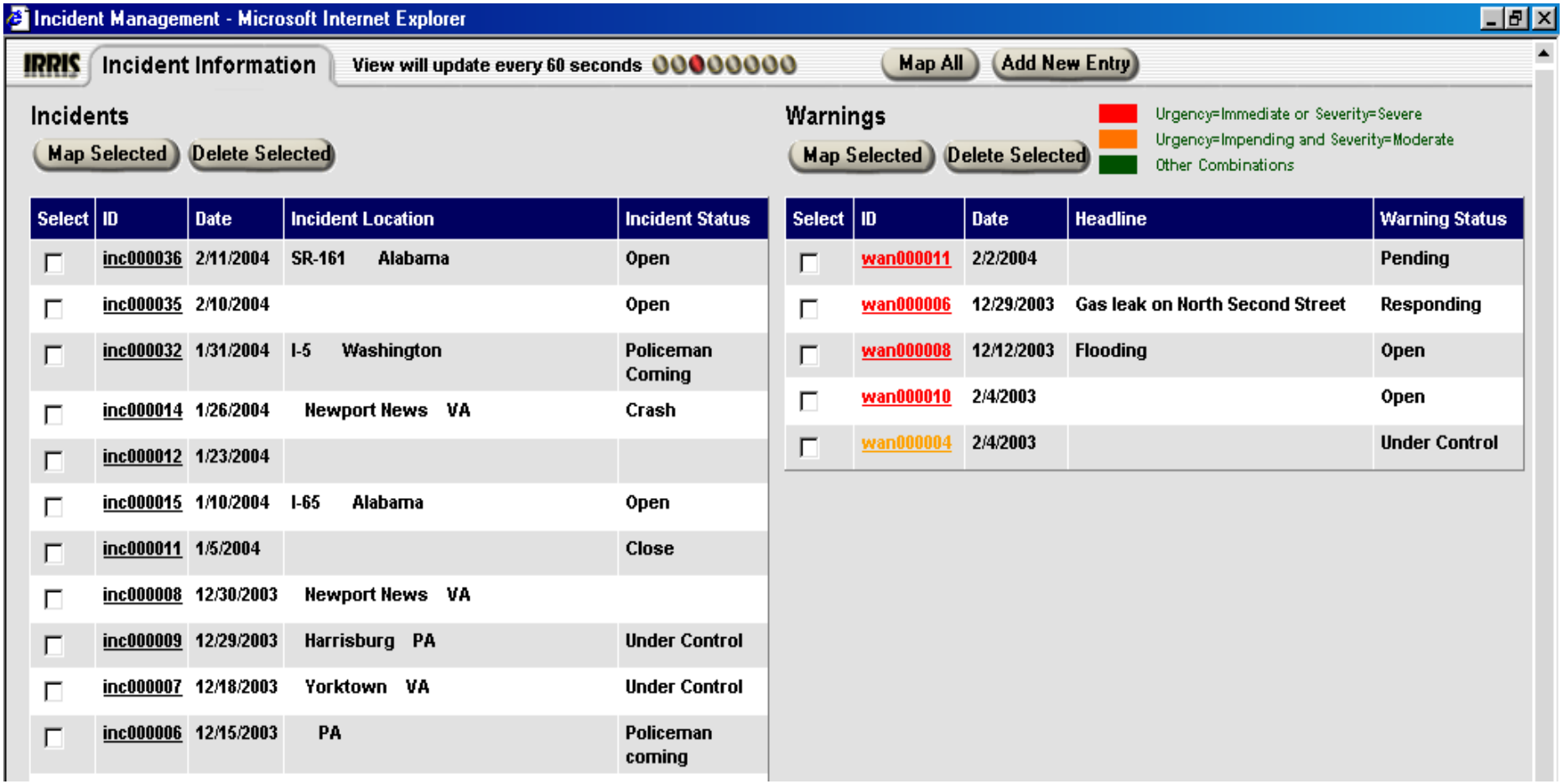
DELIVER CAPABILITY AND SUSTAINMENT ON TIM

AA&E TRUCK POSITIONING QUERY



DELIVER CAPABILITY AND SUSTAINMENT ON TIM

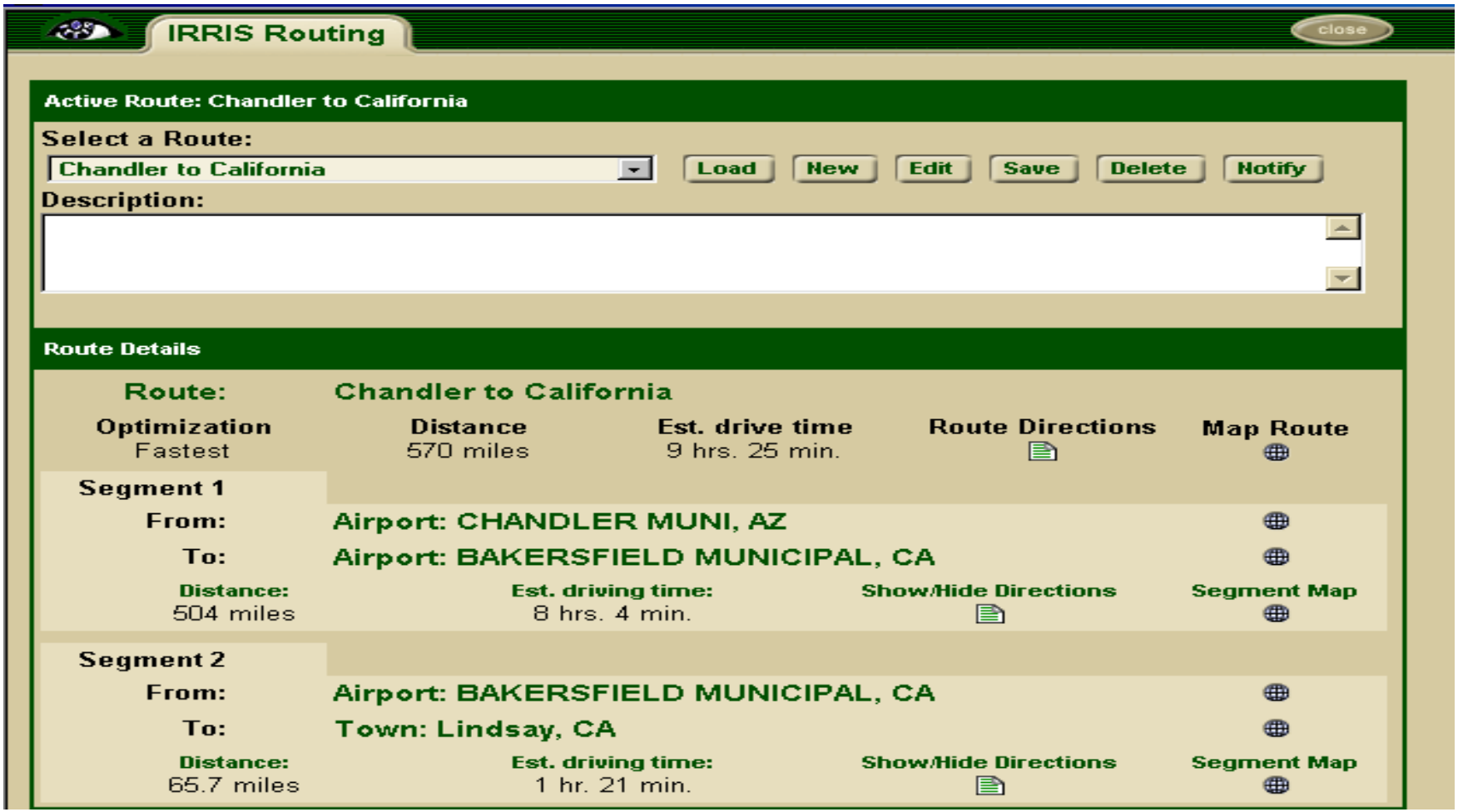
COLLABORATIVE TOOLS



Select	ID	Date	Incident Location	Incident Status
☐	inc000036	2/11/2004	SR-161 Alabama	Open
☐	inc000035	2/10/2004		Open
☐	inc000032	1/31/2004	I-5 Washington	Policeman Coming
☐	inc000014	1/26/2004	Newport News VA	Crash
☐	inc000012	1/23/2004		
☐	inc000015	1/10/2004	I-65 Alabama	Open
☐	inc000011	1/5/2004		Close
☐	inc000008	12/30/2003	Newport News VA	
☐	inc000009	12/29/2003	Harrisburg PA	Under Control
☐	inc000007	12/18/2003	Yorktown VA	Under Control
☐	inc000006	12/15/2003	PA	Policeman coming

Select	ID	Date	Headline	Warning Status
☐	wan000011	2/2/2004		Pending
☐	wan000006	12/29/2003	Gas leak on North Second Street	Responding
☐	wan000008	12/12/2003	Flooding	Open
☐	wan000010	2/4/2003		Open
☐	wan000004	2/4/2003		Under Control

ROUTING


IRRIS Routing
close
Active Route: Chandler to California
Select a Route:
Chandler to California
Load
New
Edit
Save
Delete
Notify
Description:
Route Details
Route:
Chandler to California
Optimization
Fastest
Distance
570 miles
Est. drive time
9 hrs. 25 min.
Route Directions
Map Route
Segment 1
From:
Airport: CHANDLER MUNI, AZ
To:
Airport: BAKERSFIELD MUNICIPAL, CA
Distance:
504 miles
Est. driving time:
8 hrs. 4 min.
Show/Hide Directions
Segment Map
Segment 2
From:
Airport: BAKERSFIELD MUNICIPAL, CA
To:
Town: Lindsay, CA
Distance:
65.7 miles
Est. driving time:
1 hr. 21 min.
Show/Hide Directions
Segment Map

CHANGES TO THE DEFENSE TRANSPORTATION REGULATION, PART II, CHAPTERS 204 & 205

"Transportation Security Rules"

MR. BRAD BERNARD
SDDC

SDDC TRAINING SYMPOSIUM
DENVER, CO

CHAPTER 204

PROPOSED CHANGES

- ✓ **B3K – T.O. Responsibilities, REPSHIPS:**
  - **Added exception, “Except in instances where Electronic BL meets time limits and is transmitted directly to the final destination, send a REPSHIP to the consignee.”**
  - **Condensed required REPSHIP data fields**
  - **Clarified definition and modified method of transmitting REPSHIP**

CHAPTER 204

PROPOSED CHANGES

REPSHIPS – CURRENT MANUAL PROCESS

BOL

FAX

REPSHIP

FORMAT 1

OR...

REPSHIP

FORMAT 2

REPSHIPS – PROPOSED AUTOMATED PROCESS & REDUCED DATA

AUTOMATED

REDUCED REPSHIP DATA

BOL AS OPTION

FAX

DELIVER CAPABILITY AND SUSTAINMENT ON TIM

CHAPTER 204

PROPOSED CHANGES

- ✓ **Forms - amended G1C(1)(B)-DD 626, mechanical inspection, commercial vehicles:**
  - **Added minimum standards for cursory inspections:**
    - **Headlights**
    - **Taillights**
    - **Brake lights**
    - **Windshield wipers**
    - **Fire extinguishers (charged)**
    - **No visibly leaking fluids**
    - **Properly inflated tires (not balding)**

CHAPTER 205

PROPOSED CHANGES

✓ **Revised A(2)B - made under the DOD FMS regardless of ownership. To read: foreign military sensitive and classified materials while transiting in the continental united states and OCONUS. This would include shipments made under the DOD FMS regardless of ownership.**

✓ **Revised A(2)C - made by a contractor or subcontractor to read: made by or transported to/from a contractor when material is ultimately intended for military purposes. This will include all sensitive and classified items in research, development, testing, and evaluation, even when the item has yet to be delivered to the government.**

CHAPTER 205

PROPOSED CHANGES

✓ **Para B – policies**

- **Added b(5) - Canadian-based drivers may transport goods or passengers to the us from Canada if all goods and passengers to be Delivered were loaded in Canada. Canadian Carriers will be allowed to transport shipments of AA&E in the us as long as the Canadian companies have successfully completed the Canadian Level II facility and personnel security clearance requirements and Comply with us customs' rules and regulations relating to sabotage while in the us. Canadian drivers are also required to comply with ins rules and regulations relating to entry into the us and performance of work while in the us.**

CHAPTER 205

PROPOSED CHANGES

- **Revised C.2.B (5) to read: the shipper will verify the operational status of the DTTS monitoring system, prior to loading. Verification will consist of a visual examination of the DTTS message display unit which, when operative, will display the signal “DTTS on” either by itself or in addition to other printed dispatch instructions. The munitions carrier driver, when practicable, will position the DTTS message display unit in a manner that allows the shipping inspector or other designated shipper personnel to observe the “DTTS on” message without having to climb aboard the cab of the motor vehicle. The status of the DTTS system check will be recorded on page 1 of DD form 626, item 14 (see figure 204-12). A DTTS monitoring system found to be defective must be corrected prior to loading the AA&E, IAW Paragraph D.3.E.**

7-STEP CHECKLIST FOR SHIPPERS

1	Identify and understand security requirements for item(s) being shipped
2	Contact consignee to obtain appropriate timeframe for delivery
3	Input shipping request into GFM; ensure proper TPS requirements are ordered
4	Contact carrier with offer; ensure delivery date is consistent with consignee
5	On date of shipment inform consignee with a report of shipment; ensure delivery date is consistent with consignee and carrier
6	Ensure all information and telephone numbers on bill of lading are accurate
7	Keep consignee informed of any delays enroute

SDDC RULES PUBLICATIONS

“Transportation Security Rules”

MR. BRAD BERNARD
SDDC

SDDC TRAINING SYMPOSIUM
DENVER, CO

SDDC RULES PUBLICATIONS

- ✓ **MFTRP 1C - Motor**
- ✓ **MFTRP 4A - Bulk Liquid**
- ✓ **MPRP 6A - Pipeline**
- ✓ **MFTRP 10 - Rail**
- ✓ **MFTRP 30 – Barge (Draft)**
- ✓ **Spot Bid Business Rules**

WHAT IS THE MFTRP NO. 1C?

- ✓ **Rules and accessorial services governing the movement of department of defense freight traffic by motor carrier**

MFTRP 1C

CURRENT VERSION

- ✓ **MFTRP No 1C updates:**
  - **Item 30 constant surveillance service (CIS)**
    - **DOD carriers security clearance requirements**
      - **Constant surveillance has been changed from 100 ft to 25 ft**
      - **Mileage reduced from 500 miles to 250 miles**
  - **SDDC requires all carrier employees who have access to information relating to a DOD AA&E PSS shipment have a "SECRET" security clearance.**

MFTRP 1C

CURRENT VERSION

- ✓ **MFTRP No 1C updates:**
  - **Item 41 security escort vehicle (SEV)**
    - **Escort personnel will be unarmed**
    - **Escort vehicles will not be under load while in escort service**
    - **Escort vehicle must be equipped with two (2) means of communications**
    - **One SEV can escort one or two load carrying vehicle traveling along the same route in unison from origin to destination**

MFTRP 1C

CURRENT VERSION

- ✓ **MFTRP No 1C Updates:**
  - **Item 305 arms, ammunition, and explosive (AA&E) shipment delivery**
    - **Contact consignee 1 (one) working day in advance of shipment delivery (same day delivery contact consignee within one (1) hour of pickup)**
    - **Shipment must be made available to consignee for delivery at least one hour before scheduled end of consignee-designated day**

TRANSPORTATION SECURITY PANEL

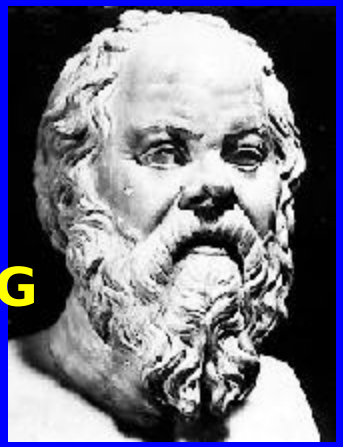
NEW MARITIME SECURITY REQUIREMENTS

MR. RICHARD LOLICH
U.S. MARITIME ADMINISTRATION (MARAD)

SDDC TRAINING SYMPOSIUM
DENVER, CO

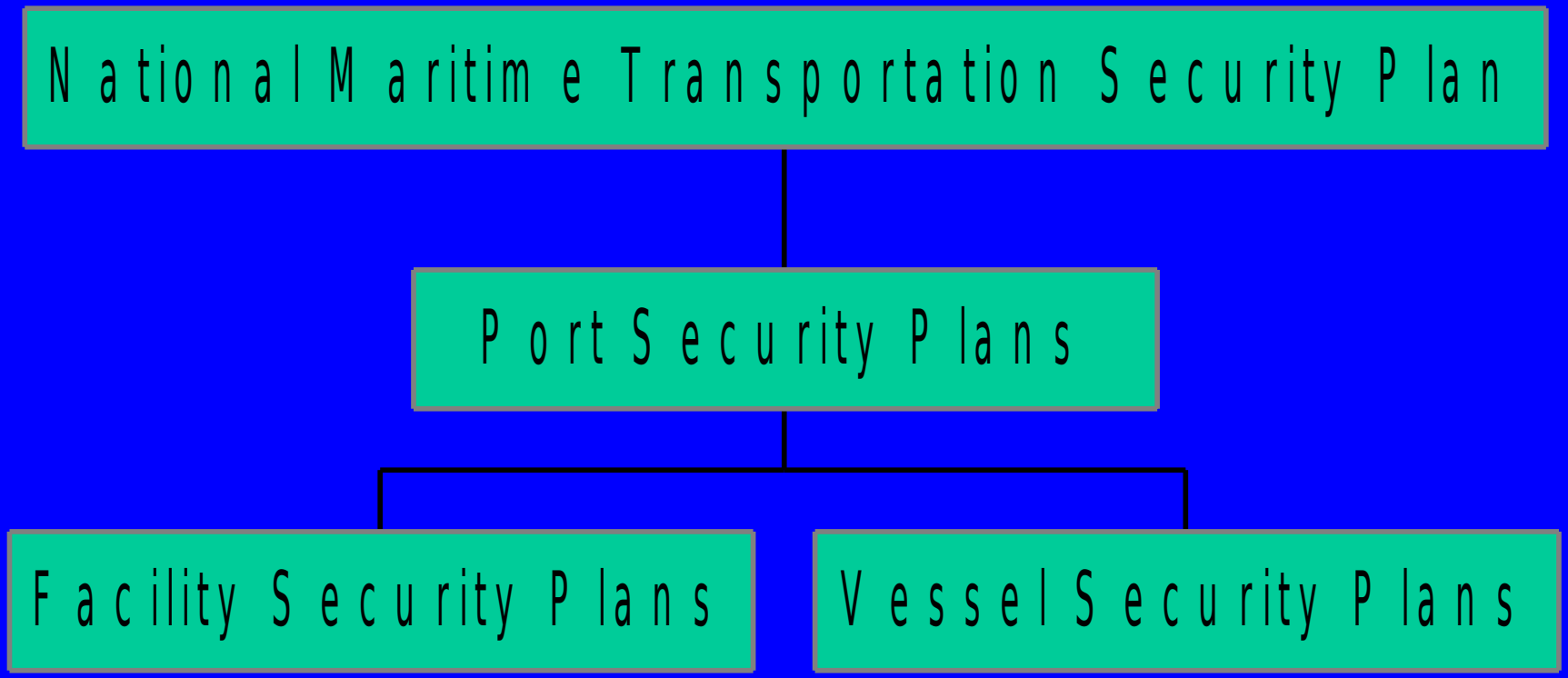
WHY ARE WE DOING THIS?

PHILOSOPHY



- THE MTS IS WORTH PROTECTING
  - ECONOMIC IMPACT
  - RIPPLE EFFECT
- SECURITY IS AN ALL HANDS EVOLUTION
  - MAXIMIZE STAKEHOLDER INPUT
- BALANCE COMMERCE VS. SECURITY
  - RISK-BASED APPROACH
  - PERFORMANCE-BASED STANDARDS
- MAXIMIZE UNIFORMITY (NATIONALLY CONSISTENCY) AND

FAMILY OF PLANS
REGULATORY STRUCTURE



VESSELS

- ALL FOREIGN SHIPS, BOTH CARGO AND PASSENGER, REQUIRED TO COMPLY WITH SOLAS
- VESSELS >100 GROSS TONS
- OFFSHORE SUPPLY VESSELS
- PASSENGER VESSELS CARRYING MORE THAN 150 PASSENGERS
- BARGES CARRYING DANGEROUS/HAZARDOUS CARGOES
- CERTAIN TYPES OF TANKSHIPS
- CERTAIN CLASSES OF MOBILE OFFSHORE DRILLING UNITS
- TOWING VESSELS >6 METERS IN REGISTERED LENGTH

FACILITIES

- FACILITIES THAT HANDLE EXPLOSIVES, LNG OR OIL CARGOES

- FACILITIES THAT SERVICE VESSELS THAT CARRY MORE THAN 150 PASSENGERS

- FACILITIES THAT RECEIVE VESSELS ON INTERNATIONAL VOYAGES, INCLUDING VESSELS SOLELY NAVIGATING THE GREAT LAKES

- ADDITIONAL REQUIREMENTS FOR FACILITIES HANDLING CDCS

MTSA SECTION 109

- SECTION 109 DIRECTS DOT TO DEVELOP STANDARDS AND CURRICULUM FOR TRAINING AND CERTIFICATION OF MARITIME SECURITY PROFESSIONALS

- SECDOT DELEGATED AUTHORITY TO MARAD

- MARAD, IN COLLABORATION WITH USMMA AND GOVERNMENT OF INDIA, HAS DEVELOPED STANDARDS AND CURRICULUM

- MARAD WORKING IN PARTNERSHIP WITH COAST GUARD TO DEFINE COURSE STANDARDS, CURRICULA AND CERTIFICATION PROCESS FOR COURSE PROVIDERS

- MTSA SECTION 109 REPORT TO CONGRESS ON THE WEB:

HTTP://WWW.MARAD.DOT.GOV/PUBLICATIONS/SECURITY.HT

ISSUES

- DEVELOPMENT OF FORMAL TRAINING REQUIREMENTS AND STANDARDS
- ENSURING SHORE LEAVE FOR MARINERS AND ACCESS TO/FROM VESSEL FOR REPRESENTATIVES OF SEAFARERS' WELFARE AND LABOR ORGANIZATIONS
- SEAFARER IDENTIFICATION
- IMPLEMENTATION COSTS
- INDUSTRY STANDARDS TO BE SUBSTITUTED FOR DOMESTIC VESSELS, E.G. AWO AND PVA
- AIS (AUTOMATIC IDENTIFICATION SYSTEM)

TWIC PROGRAM

VISION

IMPROVE SECURITY BY ESTABLISHING A SYSTEM-WIDE COMMON CREDENTIAL, USED ACROSS ALL TRANSPORTATION MODES, FOR ALL PERSONNEL REQUIRING UNESCORTED PHYSICAL AND/OR LOGICAL ACCESS TO SECURE AREAS OF THE TRANSPORTATION SYSTEM.

GOALS

- **IMPROVE SECURITY**
- **ENHANCE COMMERCE**
- **PROTECT PERSONAL PRIVACY**

SCOPE OF TWIC

THE TWIC IS A TOOL TO BE USED FOR IDENTITY AUTHENTICATION.

- **POSSESSION OF A VALID TWIC ALLOWS THE HOLDER ACCESS INTO AREAS TO WHICH THEY ARE GRANTED PRIVILEGES.**
  - **ONLY FACILITIES GRANT ACCESS. FACILITIES HAVE COMPLETE CONTROL OVER WHO IS GRANTED ACCESS TO SECURE AREAS, AND WHAT LEVEL OF ACCESS IS GRANTED.**
- **THE TWIC PROGRAM ALLOWS INDIVIDUAL FACILITIES TO CONTROL ACCESS TO THE AREAS THEY DEFINE AS "SECURE" AND WILL ALLOW INDIVIDUAL FACILITIES TO SPECIFY ADDITIONAL ACCESS REQUIREMENTS.**
  - **THE TWIC REGULATIONS WILL POINT TO THE DEFINITIONS OF "SECURE AREAS" AS DETERMINED IN NATIONAL SECURITY PLANS, REGULATIONS OR BY STATUTE.**
- **THE TWIC PROGRAM WILL PROVIDE A REVOCATION ALERT TO FACILITIES FOR HOLDERS WHO SHOULD NO LONGER BE GRANTED ACCESS TO SECURE AREAS.**

PORT SECURITY CARD REQUIREMENTS TO DATE

- **GEORGIA PORT AUTHORITY**

  ID CARD REQUIRED BY MARCH 31, 2004

- **FLORIDA PORTS**

  STATE-WIDE ID CARD FOR ALL TERMINAL AND MARITIME WORKERS, INCLUDING TRUCKERS

SDDC

- ✓ **What did we miss….How can we help?**
- ✓ **Please provide us with:**
  - **Name, e-mail address, issue on paper now or e-mail to us**
  - **We will take issue, research and provide answer to you**

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CH12

QUESTIONS?